AudioCodes 300HD Series of High Definition IP Phones

HD VoIP 310HD IP Phone

User's Manual

310HD IP Phone

Version 1.4.0

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Notice

This manual provides a description for operating the 310HD IP Phone.

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used, and only Industry standard terms are used throughout this manual. The symbol 0x indicates hexadecimal notation.

Related Documentation

Document Name
300HD IP Phone Release Notes
310HD IP Phone Quick Guide
310HD IP Phone Administrator's Manual

Regulatory Information

The Compliancy and Regulatory Information can be viewed at http://www.audiocodes.com/downloads.

Reader's Notes

1 Introduction

AudioCodes 310HD IP Phone is based on AudioCodes proprietary High Definition (HD) voice technology, providing clarity and a rich audio experience for its Voice-over-IP (VoIP) calls.

The 310HD IP Phone is a fully-featured telephone that provides voice communication over an IP network, allowing you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, and so on.

The 310HD IP Phone provides an easy-to-use, menu-driven LCD screen for setting up and operating the phone.

Read this manual carefully to learn how to operate this product and take advantage of its features.

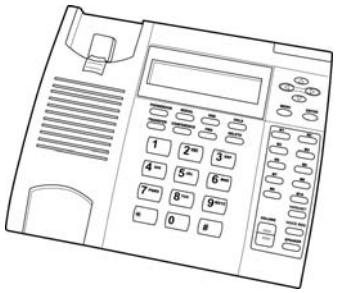
Reader's Notes

2 Hardware Setup

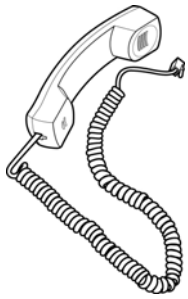
2.1 Unpacking the Package Contents

When unpacking the IP phone, ensure that all the following items are present and undamaged:

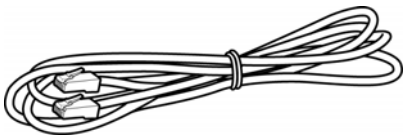
310HD IP Phone



Handset



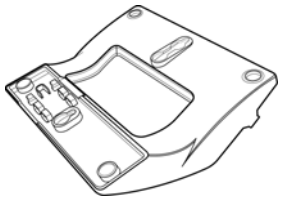
Ethernet Cable



AC Power Adapter

Wall-Mounting Screws (Two)

Wall-Mounting Bracket



If anything appears to be missing or broken, contact your AudioCodes sales representative for assistance.

2.2 Physical Description

You can use the graphics below to identify buttons and hardware on your phone. Use this section to familiarize yourself with the phones buttons functions.

2.2.1 Front View

The front view of the phone is shown below and described in Table 2-1.

Figure 2-1: Front View of IP Phone

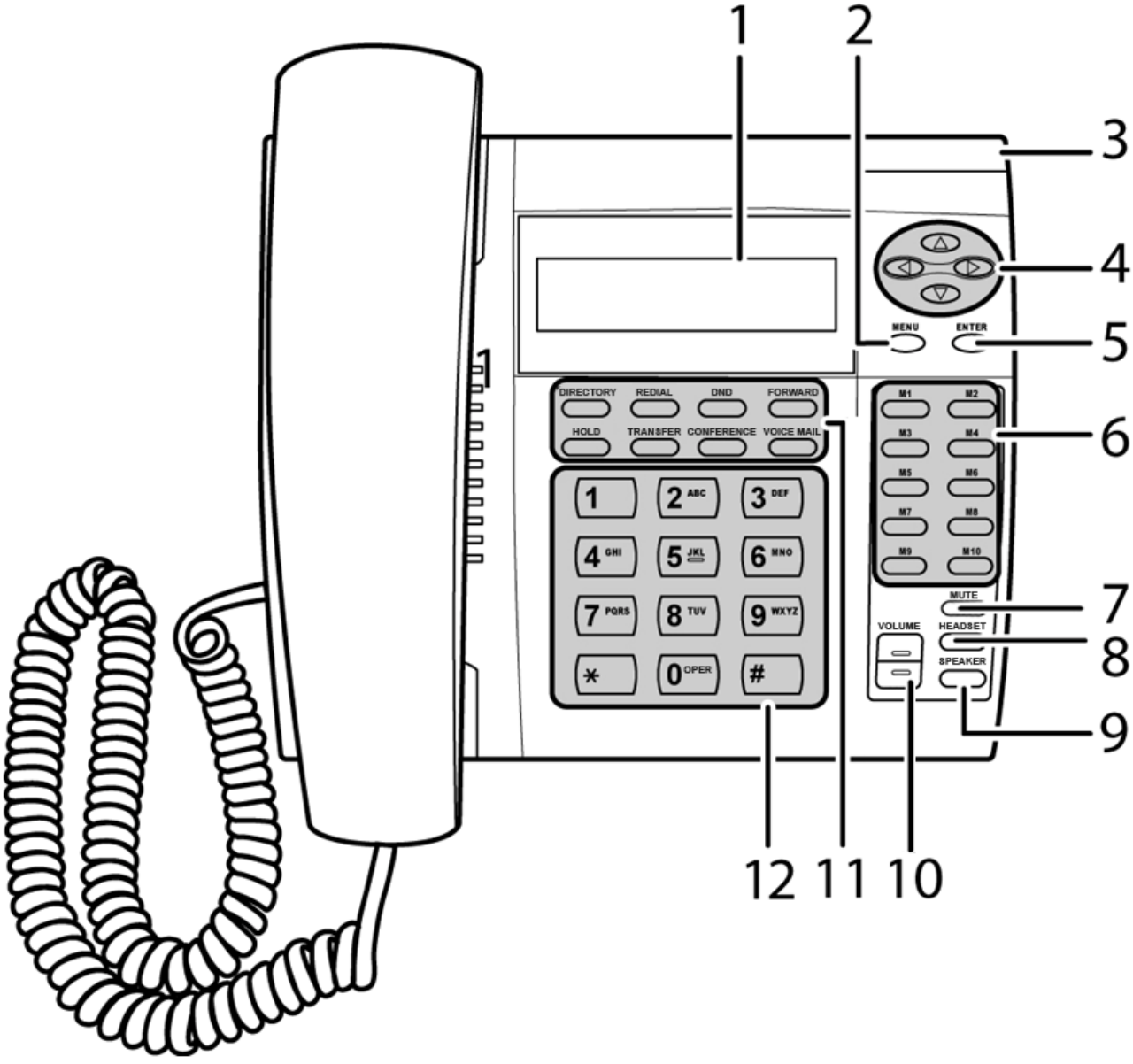


Table 2-1: IP Phone's Font View Descriptions

Item #	Label/Name	Description
1	Display Screen	Displays calls and status information.
2	MENU	Press to access the menu options or cancel your selection and return to the previous menu level.
3	Message Indicator	An illuminated red light indicates that there is an incoming call (flashing) or message (steady on).
4	4-way Navigation Keys	Press to scroll through lists and menus on the display screen.
5	ENTER Key	Press to enter a menu or confirm a selection.
6	Speed dial Memory Keys (M1 to M10)	Press a memory key to speed-dial the preset contact number.
7	MUTE	Mutes the handset, headset, and speakerphone. The screen displays "Mute" when a call is muted.
8	HEADSET Key	Activates a call using an external headset.
9	SPEAKER Key	Activates the speakerphone, allowing hands-free conversations.
10	VOLUME keys	Increases or decreases the volume for the handset, headset, speakerphone, and ring tone.
11	**Function Keys**	
	DIRECTORY	Opens the phone's contact directory.
	REDIAL	Access the dialed calls menu.
	DND	Blocks all incoming calls.
	FORWARD	Activates call forwarding
	HOLD	Places the current call on hold.
	TRANSFER	Transfers a call.
	CONFERENCE	Initiates a conference call.
	VOICE MAIL	Plays voice mail messages
12	Alphanumeric Keypad	Keys for entering phone numbers and text.

2.2.2 Rear View

The rear view of the phone is shown in the figure below and described in Table 2-2.

Figure 2-2: Rear View of IP Phone

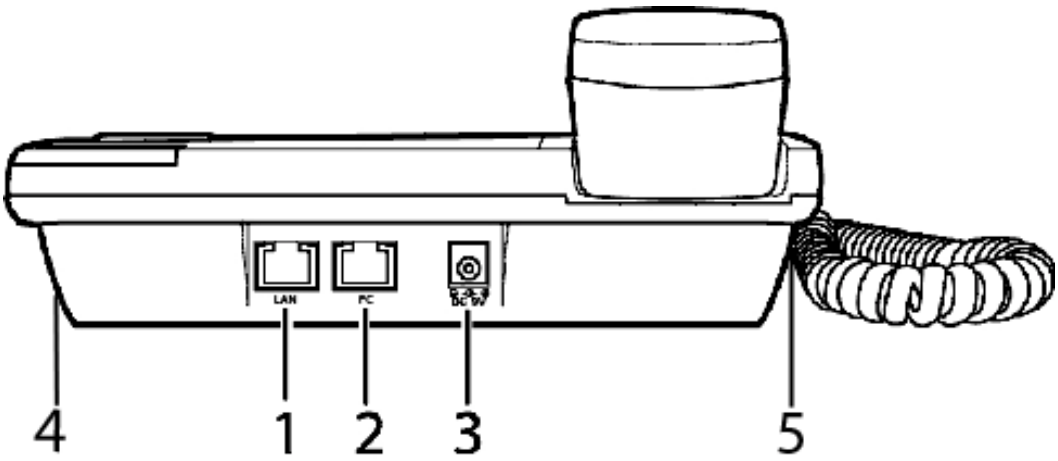


Table 2-2: IP Phone's Rear View Descriptions

Item #	Label/Name	Description
1	LAN	RJ-45 port for connecting to the Ethernet LAN cable for LAN (uplink - 10/100 Mbps) connection. If you are using Power over Ethernet (PoE), the power to the phone is supplied from the Ethernet cable (draws power from either a spare line or signal line).
2	PC	RJ-45 port for connecting the phone to a PC (10/100 Mbps downlink).
3	Power Jack	12V DC power port that connects to the AC power adapter.
4	Headset Jack	RJ-9 port that connects to an external headset.
5	Handset Jack (RJ-9)	Connects to the handset.

2.3 Cabling the Phone

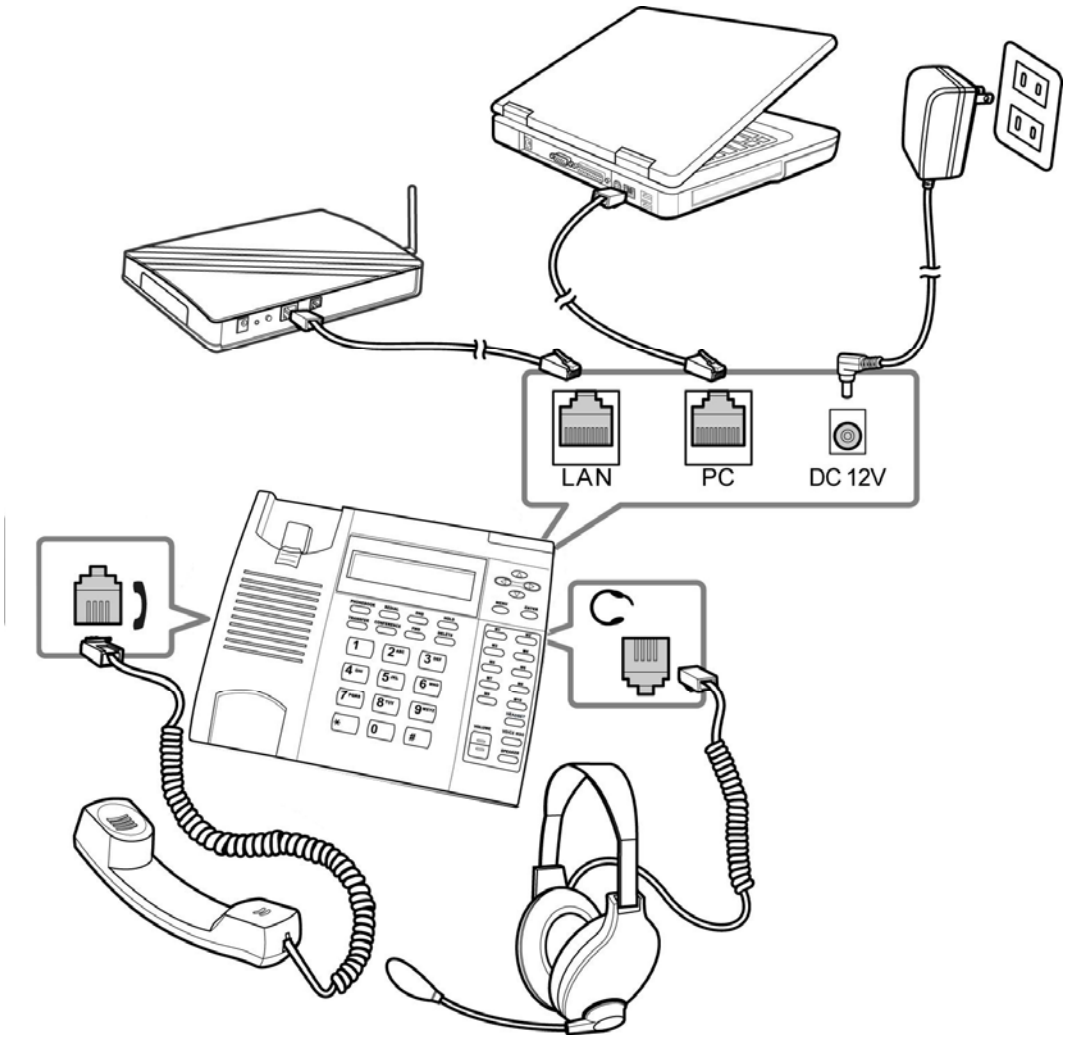
The procedure below describes how to cable your phone.

➢ **To cable the phone:**

1. Connect the RJ-9 handset jack to the handset.
2. (Optional) Connect the RJ-9 headset jack to a headset.
3. Connect the **LAN** port to the IP network, using a CAT 5 Ethernet cable.
4. Connect the **PC** port to your computer, using a CAT 5, straight-through Ethernet cable.
5. Connect the connector tip of the AC power adapter to the phone's power socket (labeled **DC 12V**). Connect the two-prong AC adapter directly to the electrical wall outlet. The phone's LEDs light red to indicate that the phone is connected to power.

Note: If the LAN to which the phone is connected supports Power over Ethernet (PoE), no AC adapter is needed; the phone draws power from the Ethernet network.

Figure 2-3: Cabling the IP Phone



2.4 Mounting the Phone

The phone can be mounted in one of the following ways:

- Desktop mounting (refer to Section 2.4.1 below)
- Wall mounting (refer to Section 2.4.2 on page 17)

2.4.1 Placing the Phone on a Desk

This section describes the procedures for placing the phone on a desk or flat surface and routing the phone's cables.

➢ **To place the phone on a desk**

1. Position the phone bracket so that the brackets attachment tabs are aligned with the lower set of attachment slots on the underside of the phone.
2. Insert the tabs into the attachment slots and slide the bracket up to secure the bracket.
3. Place the phone on the desk. When the phone bracket is correctly positioned the Display screen face towards you.
4. If the Display screen faces away from you, the phone bracket is positioned for mounting the phone on a wall. Detach the bracket from the phone and reattach the bracket using the alternate attachment slots.

2.4.1.1 Routing the Phones Cables

The phone provides grooves for routing the LAN, PC, and AC power cables to ensure uninterrupted connections.

➢ **To route the phone's LAN and PC cables:**

1. Plug the PC cable in the PC port.
2. Insert the PC cable in the allotted slot on the bracket.
3. Plug the LAN cable in the LAN port.
4. Insert the LAN cord in the allotted slot on the bracket.

➢ **To route the phone's power adapter cord:**

1. Plug the adapter into the power jack.
2. Insert the power cord in the allotted slots of the bracket.
3. Plug the AC power adapter into the power outlet.

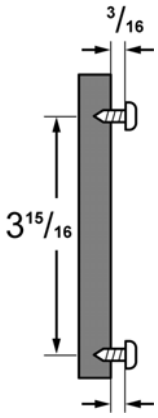
2.4.2 Wall-Mounting the Phone

You can mount the phone on a wall or wall plate. You need two screws (not supplied) to fit the keyhole slots.

➢ **To wall mount the phone:**

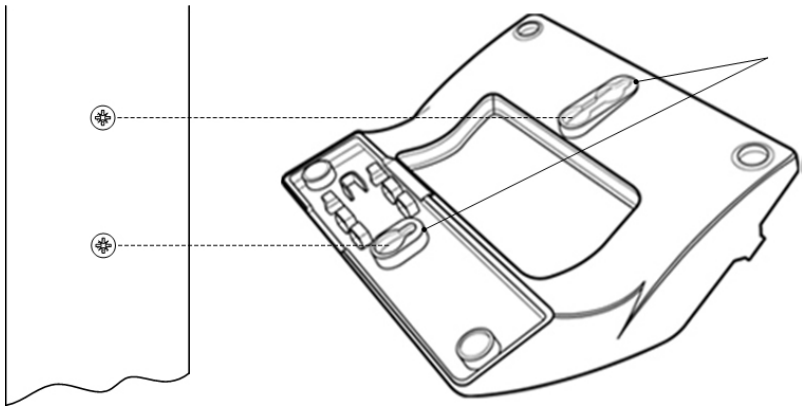
1. On the wall or a wall plate, drill two holes with a distance of 3 15/16 inches (100 mm) apart.
2. Thread a screw into each hole with each head extending about 3/16 inch (5 mm) from the wall or wall plate.

Figure 2-4: Wall-Mounting Dimensions



3. Connect the AC power adapter, LAN and PC cords and route them to go under the bracket.
4. Position the phone bracket so that the attachment tabs are aligned with the upper set of attachment slots on the underside of the phone.
5. Insert the tabs into the attachment slots and slide the bracket up to secure the bracket.
6. Place the phone on the wall. When the phone bracket is correctly positioned the Display screen face towards you.
7. If the Display screen faces toward the floor, the phone bracket is positioned for placing the phone on a desk. Detach the bracket from the phone and reattach the bracket using the alternate attachment slots.
8. Align the phone's keyhole slots with the screws and slide the phone downward to secure it.

Figure 2-5: Wall-Mounting the Phone



Reader's Notes

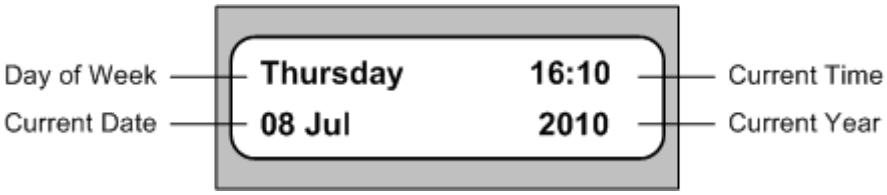
3 Getting Started with the Phone's User Interface

The 310HD IP Phone provides an LCD-based user interface screen, providing an intuitive, menu-driven user interface for configuration and viewing various call information. This section provides an overview on using the phone's screen.

3.1 Areas of the LCD Screen

The main areas of the phone's LCD screen in idle display (i.e., no current calls and menu not accessed) are shown in the figure below:

Figure 3-1: Display Screen

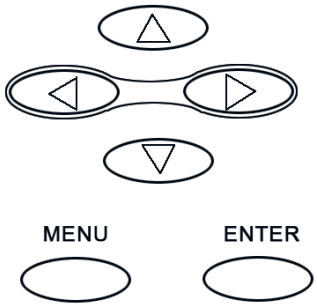


3.2 Accessing Menus

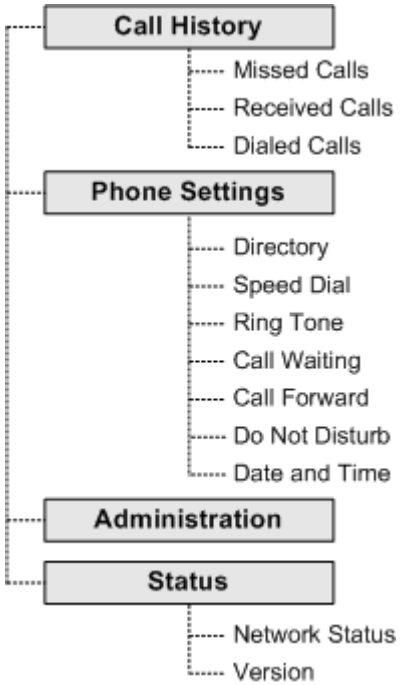
The phone's menus are used for configuring the phone (e.g., adding contacts to the phone directory) and for viewing various information (e.g., missed calls). The phone's main menu is accessed using the MENU key. Drilling down to submenus is done by using the Navigation keys to select the required menu, and then pressing the ENTER key.

Figure 3-2: Accessing Menus on Display Screen

MENU Key and Navigation Keys



Hierarchical Structure of Menu List



Note: The **Administration** menu is intended for system administrators only and is password protected. For detailed information regarding this menu, refer to the *Administrator's Manual*.

➢ **To access menus:**

1. Press the MENU key.
2. Scroll through the main menu list to the required menu, using the ▲ and ▼ Navigation keys.
3. To select a menu, perform one of the following:
   - Press the ENTER key.
   - Press the right ► Navigation key.
4. To navigate to subsequent menu levels (if exist), repeat steps 2 through 3.
5. To cancel your selection and move up to the previous menu level, press the left ◄ Navigation key.

3.3 Entering Numbers, Letters and Symbols

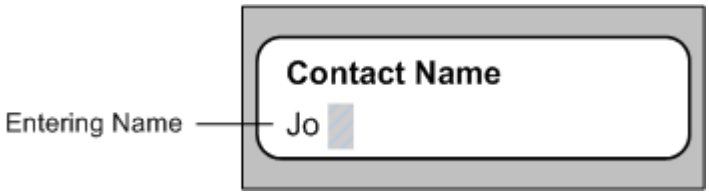
The phone's alphanumeric keypad allows you to enter numbers, letters, and symbols. This is required when configuring various elements (for example, IP addresses, contact names, etc.). Some keys allow you to enter numbers and symbols while other keys allow you to enter numbers and letters. When dialing numbers directly from the keypad, only numbers (as printed on the keys) are activated.

Some parameters determine which character set is used when a key is pressed. For example, pressing a key when entering a Contact Name into the Directory prioritizes letters over numbers. Whereas pressing a key when entering a Contact Number in the Directory prioritizes numbers of letters.

➢ **To enter alphabetical characters and numbers:**

- Press the required alphanumeric key. For letters, successive presses on the key displays the next letter pertaining to the key. To enter upper case letters, keep pressing the key until the letter appears in upper case.

Figure 3-3: Entering Letters

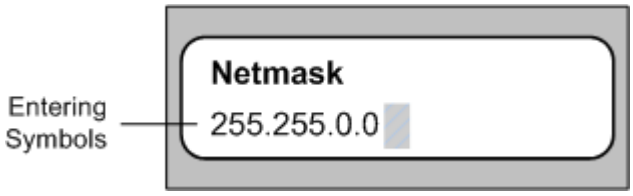


➢ **To enter symbols and numerals:**

- Press the **1** key to enter a symbol. Each successive press of the key enters a different symbol:
  - **@** (at symbol)
  - **:** (colon)
  - ***** (asterisk)
  - **#** (pound)
  - **-** (hyphen)
  - **&** (ampersand)

- . (period)
- _ (underscore)
- + (plus)

Figure 3-4: Entering Symbols



➢ **To add a space:**

■ Press the **0** key.

➢ **To delete an entered character:**

■ Press the left Navigation key; the character to the left of the cursor is deleted.

3.4 Displayed Messages

The phone's LCD screen displays messages to indicate certain process currently in progress. These messages include the following:

Table 3-1: In-Progress Operational Messages Displayed on LCD Screen

Message	Description
"Downloading Firmware File"	Downloading a firmware file
"Upgrading Firmware"	Upgrading the phone's firmware
"Updating Configuration"	Loading a configuration file
"Initializing…"	Initialization
"Registration in Progress"	SIP Registration in Progress
"Registration Failure"	SIP Registration failure

4 Customizing Your Phone

This chapter provides step-by-step procedures on customizing your phone.

4.1 Managing Your Personal Phone Directory

The phone directory feature enables you to add contacts to your phone's local directory, and then edit and delete them if required. Once you have added a contact, you can easily call the contact directly from the directory (refer to Section 6.1 on page 43). If the contact is assigned a speed dial key, you can also call the contact by pressing its speed dial key (refer to Section 6.2 on page 44). If you receive an incoming call from someone who is listed in the directory, the phone's screen displays the name of the caller.

Notes:

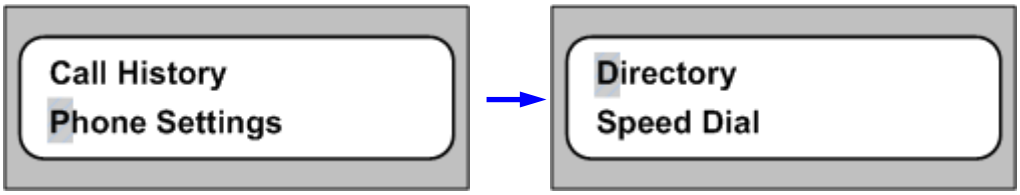
- The maximum number of contacts that you can add to the directory is 1,000.
- Your phone's directory may also include contacts from your corporate directory (set up by your system administrator). These cannot be edited or deleted. For a detailed description, refer to the *Administrator's Manual*.

4.1.1 Accessing the Directory Menu

The following procedure describes how to access the phone directory. This is required for the various management operations required for the phone directory described in subsequent sections.

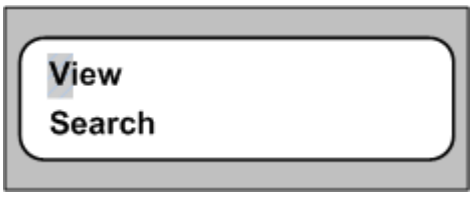
➢ **To access the phone directory, perform one of the following:**

■ From the idle screen, press the MENU key, select the **Phone Settings** menu, and then select the **Directory** submenu.



■ Press the DIRECTORY key.

The Directory screen is displayed below:



This screen contains the following options:

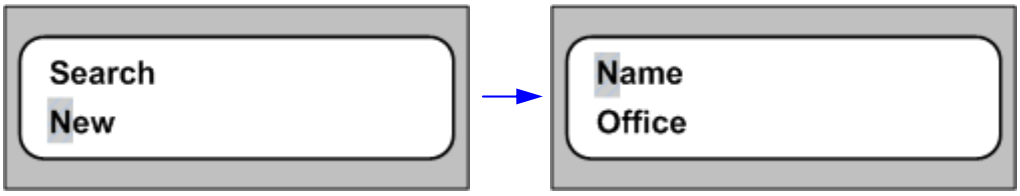
- **View** – to view contacts (refer to Section 4.1.5 on page 26)
- **Search** to search contacts (refer to Section 4.1.6 on page 26)
- **New** – to add a contact (refer to Section 4.1.2 on page 24)

4.1.2 Adding Contacts

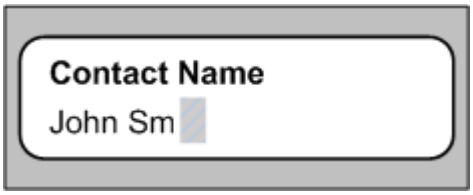
The procedure below describes how to add a new contact to the phone directory

➢ **To add a contact to the phone directory:**

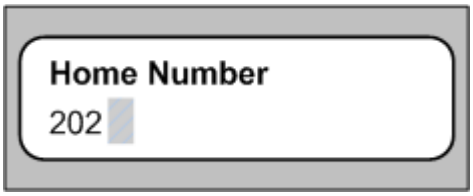
1. Access the Directory screen.
2. Select the **New** option (using the ▲ and ▼ Navigation keys), and then press the ENTER key.



3. Define the contact's name:
   a. Select the **Name** field, and then press the ENTER key.
   b. Enter the name of the new contact, using the phone's keypad (as described in Section 3.3 on page 20).



   c. Press the ENTER key.
4. Define the contact's phone number. You can assign a phone number for **Office**, **Home**, **Mobile, User Define 1, or User Define 2**.
   a. Select the required number field (using the ▲ and ▼ Navigation keys), and then enter the number of the new contact, using the phone's keypad.



   b. Press the ENTER key.
5. Select the **Save** option (using the ▲ and ▼ Navigation keys), and then press the ENTER key; the "Saving Contact" message is displayed, indicating that the new contact is saved in the directory.

4.1.3 Editing Contacts

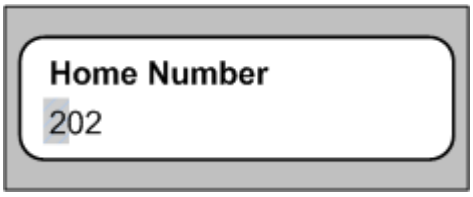
You can edit contacts in the phone directory, as described in the procedure below.

➢ **To edit a contact:**

1. Access the Directory screen.
2. Search for the directory contact that you want to edit and then press the ENTER key (refer to Section 4.1.5).
3. Select the **Edit** option (using the ▲ and ▼ Navigation keys), and then press the ENTER

key; the phone category list is displayed.

4. Select the required phone category (using the ▲ and ▼ Navigation keys), and then press the ENTER key; the phone number is displayed.



5. Modify the number as required (using the ◄ and ► Navigation keys), and then press the ENTER key.

6. Select the **Save** option (using the ▲ and ▼ Navigation keys), and then press the ENTER key; the "Saving Contact" message is displayed, indicating that the modified contact is saved.

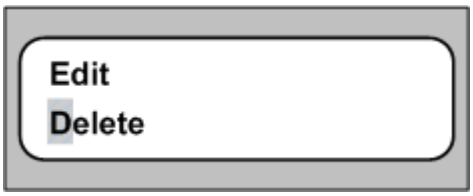
4.1.4 Deleting Contacts

You can remove contacts from the phone directory, as described in the procedure below.

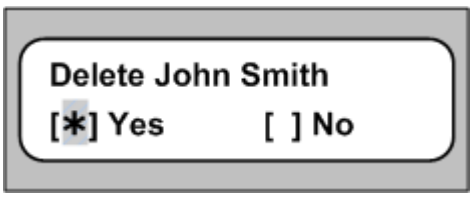
➢ **To delete a contact:**

1. Access the Directory screen.

2. Search for the directory contact that you want to delete (refer to Section 4.1.5), and then press the ENTER key.



3. Select the **Delete** option (using the ▲ and ▼ Navigation keys), and then press the ENTER key; the phone requests confirmation.



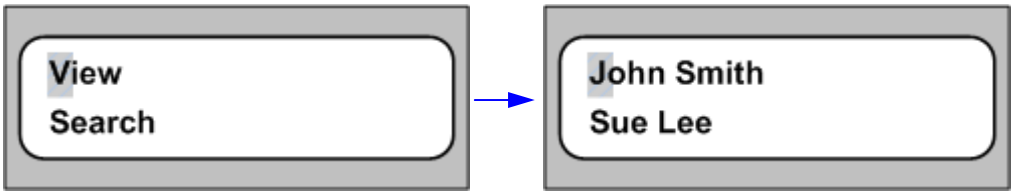
4. Select the **Yes** option (using the ◄ and ► Navigation keys), and then press the ENTER key; the "contact is removed from the directory.

4.1.5 Viewing Contacts

You can view a list of contacts defined in your phone directory.

➢ **To view contacts:**

1. Access the Directory screen.
2. Select the **View** option, and then press the ENTER key; the list of directory contacts appear:



3. Scroll through the list using the ▲ and ▼ Navigation keys.

If you select a contact (by pressing the ENTER key), the following options are displayed:

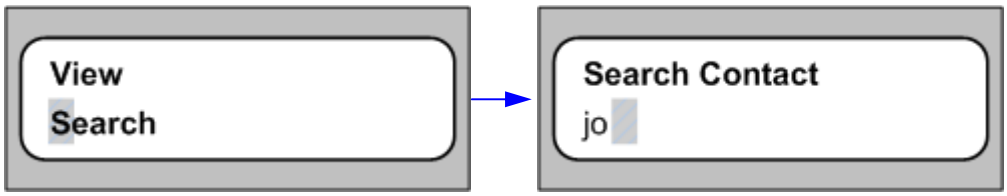
- **Dial** – to dial the contact (refer to Section 6.1 on page 43)
- **Detail** – displays the contact's details such as phone numbers
- **Edit** – to modify the contact's details (refer to Section 4.1.3)
- **Delete** – to remove the contact from the directory (refer to Section 4.1.4)

4.1.6 Searching Contacts

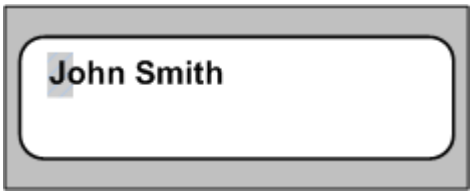
Once your phone directory is defined with contacts, you can use the phone's search feature to quickly and easily locate the required contact.

➢ **To search the directory:**

1. Access the Directory screen.
2. Select the **Search** option, and then press the ENTER key; the Search Contact screen appears:



3. Enter the first letter or first letters of the contact's name, and then press the ENTER key; if located, the contact name is displayed:



4. Press the ENTER key to display a list of options:
   - **Dial** – to dial the contact (refer to Section 6.1 on page 43)
   - **Detail** – displays the contact's details such as phone numbers
   - **Edit** – to modify the contact's details (refer to Section 4.1.3)
   - **Delete** – to remove the contact from the directory (refer to Section 4.1.4)

4.2 Configuring Speed Dialing

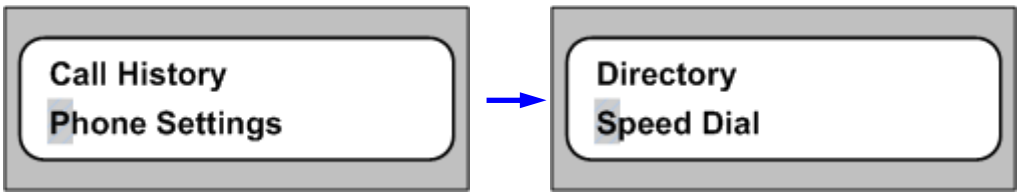
Speed dialing allows you to quickly place a call by simply pressing a speed dial key that has been assigned with a phone number. You can assign up to 10 speed dial numbers. You can either assign a contact in your directory to a speed dial key or manually assign a phone number to a speed dial key). For placing calls using speed dial keys, refer to Section 6.2 on page 44.

4.2.1 Assigning Speed Dials

Your phone's speed dial keys are labeled **M1** to **M10**. To assign these keys a phone number, follow the procedure below.

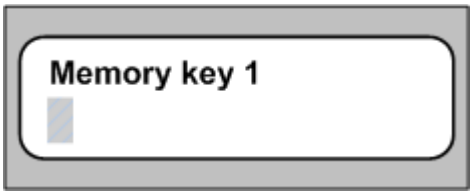
➢ **To assign a phone number to a speed dial key:**

1. From the idle screen, press the MENU key, select the **Phone Settings** menu, and then select the **Speed Dial** submenu.



The speed dial entries are displayed. Undefined speed dial key are displayed with "N/A", as shown below:

2. Select a Speed Dial memory key (using the ▲ and ▼ Navigation keys) to which you want to assign the speed dial number, and then press the ENTER key. Indices "1" to "10" correspond to the phone's speed dial keys **M1** to **M10**, respectively. The following screen appears for entering the phone number:



Note: Instead of performing steps 1 to 2, you can configure a speed dial key by pressing one of the phone's speed dial keys, and then continuing with Step 3.

3. Enter the phone number that you want to assign the speed dial key, and then press the ENTER key to save your settings; the newly defined speed dial key with its phone number is displayed:

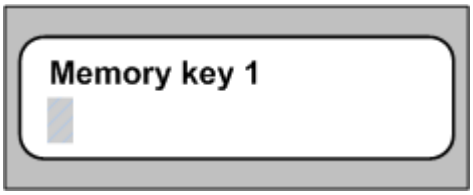
4.2.2 Editing Speed Dials

The procedure below describes how to modify the phone number assigned to an existing speed dial.

➢ **To edit a speed dial:**

1. Access the **Speed Dial** submenu to view the list of speed dials.

2. Select a speed dial (using the ▲ and ▼ Navigation keys) that you want to edit, and then press the ENTER key; the following screen appears:



Note: If you decide that you don't want to edit the speed dial, press the ◄ left Navigation key to return to the previous screen.

3. Enter a new number, and then press the ENTER key to save your settings.

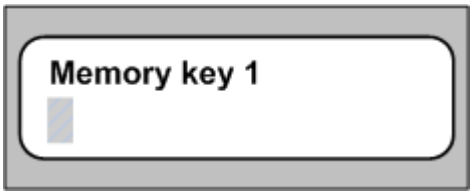
4.2.3 Deleting Speed Dials

The procedure below describes how to delete an existing speed dial.

➢ **To delete a speed dial:**

1. Access the **Speed Dial** submenu to view the list of speed dials.

2. Select a speed dial (using the ▲ and ▼ Navigation keys) that you want to delete, and then press the ENTER key; the following screen appears:



Note: If you decide that you don't want to delete the speed dial, press the ◄ left Navigation key to return to the previous screen.

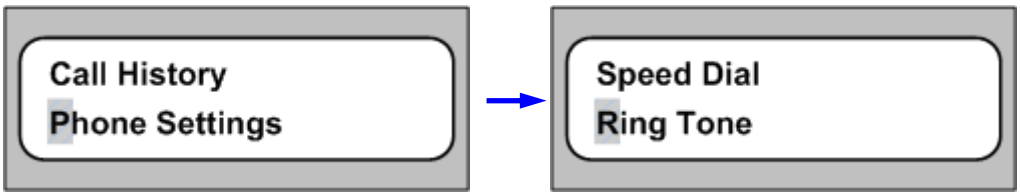
3. Press the ENTER key; the speed dial number is deleted and "N/A" is displayed instead of the number, as shown below.

4.3 Selecting a Ring Tone

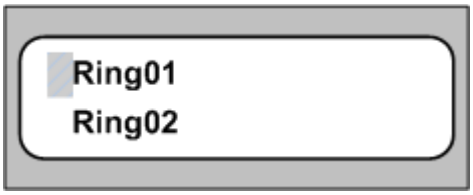
You can select a ring tone for your phone for indicating incoming calls.

➢ **To select a ring tone:**

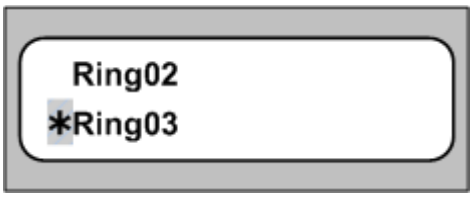
1. From the idle screen, press the MENU key, select the **Phone Settings** menu, and then select the **Ring Tone** submenu.



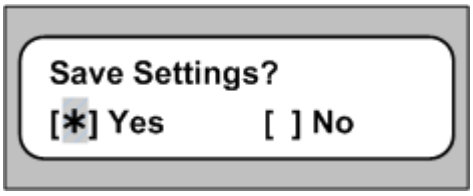
A list of ring tones are displayed:



2. Choose the desired ring tone (using the ▲ and ▼ Navigation keys). As you scroll through the list, a sample of the ring tone is played.
3. Select the ring tone by pressing the ENTER key; an asterisk is displayed to the left of the ring tone name.



4. Press the ENTER key; a confirmation message is displayed.



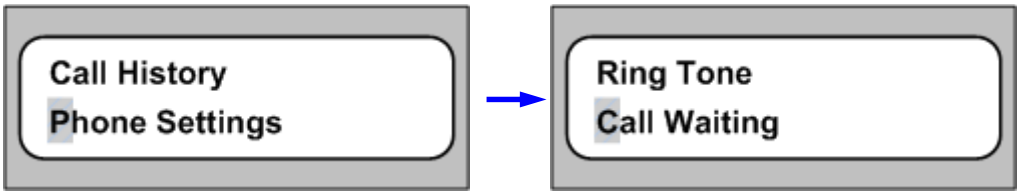
5. Select the **Yes** option (using the ◄ and ► Navigation keys) to save your settings (or **No** to discard your settings), and then press the ENTER key; the "Ring Tone Saved" message is displayed and your phone now uses this ring tone.

4.4 Enabling Call Waiting

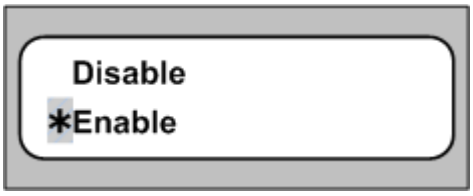
Call waiting allows you to receive another call while you are in a call with another party. If call waiting is enabled and you receive a second call while you are currently in a call with another party, the phones **Display RED** LED flashes. You can take the second call by placing the first one on hold (as described in Section 6.3 on page 44). If call waiting is disabled and another party attempts to call you, your phone rejects the second call and the calling party receives a busy tone.

➢ **To enable or disable call waiting:**

1. From the idle screen, press the MENU key, select the **Phone Settings** menu, and then select the **Call Waiting** submenu.



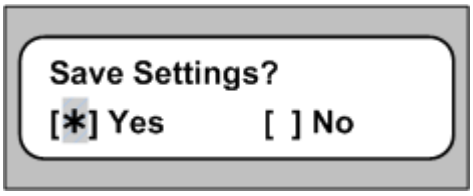
The following screen is displayed:



2. Select one of the following options (using the ▲ and ▼ Navigation keys):
   - **Disable:** disables call waiting
   - **Enable:** enables call waiting

   An asterisk appears alongside the selected option.

3. Press the ENTER key to assign the selection; a confirmation message is displayed:



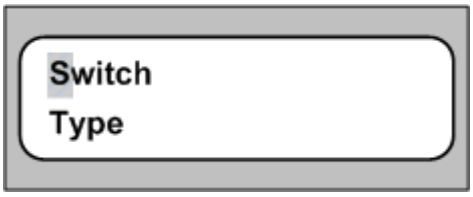
4. Select the **Yes** option (using the ◄ and ► Navigation keys) to save your settings (or No to discard your settings), and then press the ENTER key.

4.5 Defining Call Forwarding

The Call Forward feature allows you to automatically redirect an incoming call to another phone number, upon a user-defined condition (e.g., when your line is busy). The configuration of the call forward feature is performed in two stages. The first stage is the actual call forward setup; the second stage is the activation.

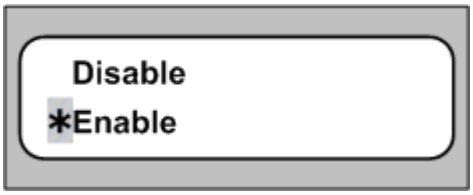
➢ **To configure call forwarding:**

1. Press the FORWARD key; the following appears:



2. Enable call forwarding:

   a. Select the **Switch** option (using the ▲ and ▼ Navigation keys), and then press the ENTER key; the following appears:

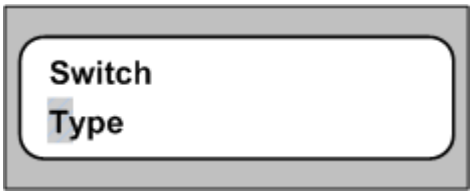


   b. Select one of the following options (using the ▲ and ▼ Navigation keys):

   - **Disable:** disables call forwarding
   - **Enable:** enables call forwarding

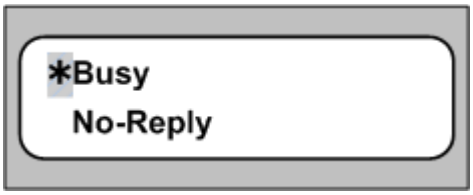
   An asterisk appears alongside the selected option.

   c. Press the ENTER key to save your settings; you are returned to the previous submenu (see Step 1).



3. Define the condition upon which you want calls to be forwarded:

   a. Select the **Type** option (using the ▲ and ▼ Navigation keys), and then press the ENTER key; the following appears:

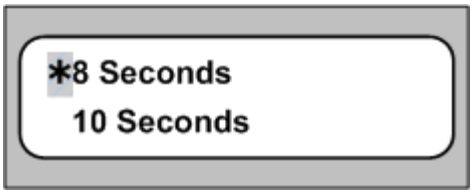


b. Select the condition (using the ▲ and ▼ Navigation keys), and then press the ENTER key:

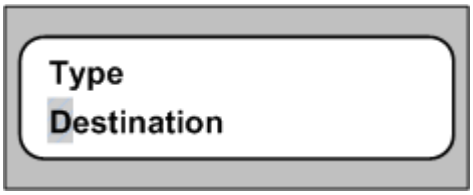
- **Busy:** calls are forwarded if your phone is busy
- **No-Reply:** calls are forwarded if you do not answer within a user-defined time (see Step 7)
- **Unconditional:** calls are always forwarded regardless of condition

c. If you selected the **No-Reply** option, perform the following (otherwise, skip to Step 4):

a. Select the timeout (in seconds) after which the call is forwarded; an asterisk appears alongside the selected option:

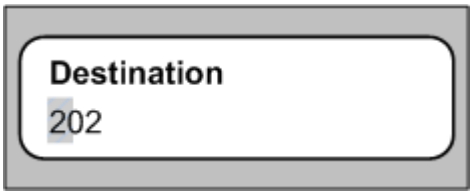


b. Press the ENTER key; you are returned to the previous menu.

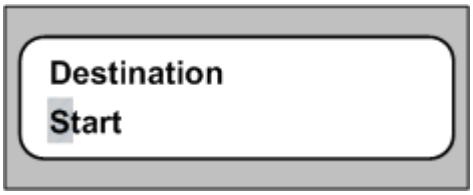


4. Define the destination to where you want to forward the calls:

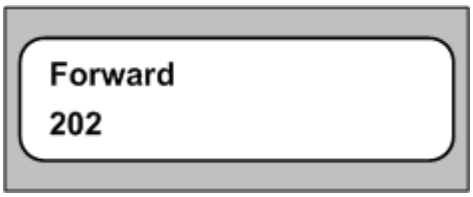
a. Select the **Destination** option, and then press the ENTER key; the following appears:



b. Enter the phone number to where you want incoming calls forwarded, and then press the ENTER key: you are returned to the previous menu.



5. To activate call forwarding, select the **Start** option, and then press the ENTER key; the following appears, indicating the phone number to where calls are forwarded:



➢ **To stop call forwarding:**

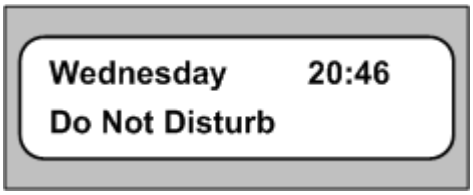
■ Press the FORWARD key.

4.6 Activating Do Not Disturb

The Do Not Disturb feature allows you to prevent the phone from ringing and receiving incoming calls. When Do Not Disturb is activated and someone calls your phone, the caller hears a busy tone.

➢ **To activate Do Not Disturb:**

- Press the DND key; the "Do Not Disturb" message is displayed on the screen:



➢ **To deactivate Do Not Disturb:**

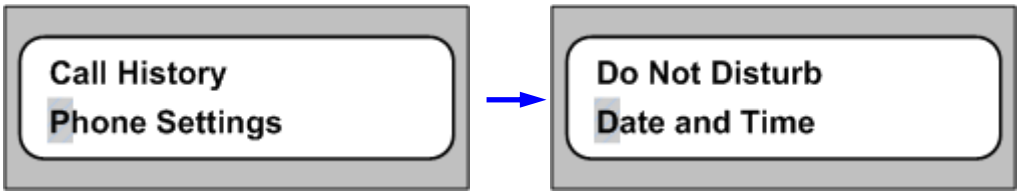
- Press the DND key; the "Do Not Disturb" message no longer appears on the screen.

4.7 Defining Date and Time

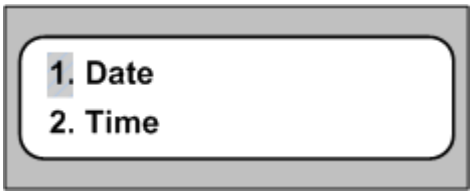
You can set the date and time. By default, the phone retrieves the date and time from a Network Time Protocol (NTP) server over the Internet. Therefore, before setting the date and time, check with your system administrator.

➢ **To manually define the date and time:**

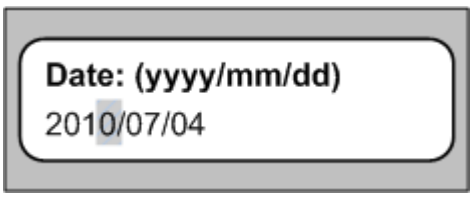
1. From the idle screen, press the MENU key, select the **Phone Settings** menu, and then select the **Date and Time** submenu.



The following appears:

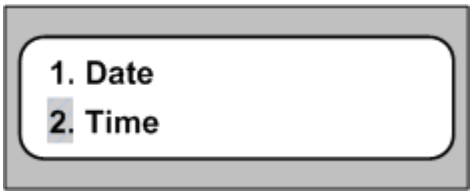


2. Select the **Date** option (using the ▲ and ▼ Navigation keys).

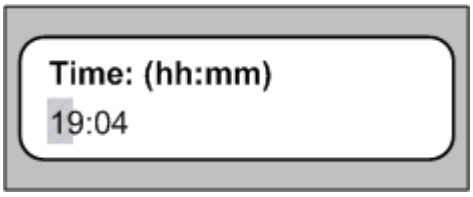


3. Edit the date in the format YYYYMMDD. Use the ◄ and ► Navigation keys to move between year, month and day. Use the ▲ and ▼ Navigation keys to change their values.

4. Press the ENTER key to save the date settings; you are returned to the previous menu.



5. Select the **Time** option (using the ▲ and ▼ Navigation keys), and then press the ENTER key.



6. Edit the time in the format hh:mm. Use the ◄ and ► Navigation keys to move between digits. Use the ▲ and ▼ Navigation keys to change their values.
7. Press the ENTER key to save the time settings.

Reader's Notes

5 Basic Phone Operations

This chapter describes the phone's basic calling operations.

5.1 Using the Phone's Audio Devices

You can use one of the following audio devices on the phone for speaking and listening:

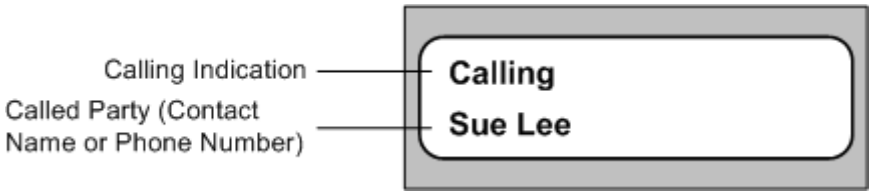
- **Handset:** Simply lift the handset off the cradle to answer or make a call.
- **Hands-free modes:**
  - **Speakerphone:** The speaker can be activated during a call and when making a call, by one of the following:
    - **SPEAKER key:** Press the SPEAKER key. To terminate the call, press the SPEAKER key again.
    - **Keypad:** When the phone's handset is on-hook and you want to dial a number, press the required digits. This activates the speakerphone.
  - **Headset:** While talking on the phone, you can relay audio to a connected headset. Press the HEADSET key to enable the headset function. To terminate the call, press the HEADSET key again.

During a call, you can easily change the currently used audio device:

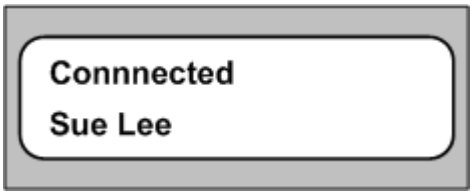
- **Changing from speakerphone or headset to handset:** Simply pick up the handset. The speakerphone/headset is automatically disabled.
- **Changing from handset to speakerphone or headset:** While the handset is off-hook, press the SPEAKER/HEADSET key, and then return the handset to the cradle. The speakerphone/headset is activate.

5.2 Making Calls

The phone offers a variety of ways that you can make a call. When you dial a number and the phone calls the party, the screen displays "Calling" and the called party's phone number (or contact name if listed in the phone directory), as shown below:



When the called party answers, the "Connected" message is displayed, as shown below:



Note: For advanced dialing, you can use the phone directory (refer to Section 6.1 on page 43) or speed dial keys (refer to Section 6.2 on page 44).

➢ **To end dialing of a call (before the call is answered):**

- Press the SPEAKER key.

5.2.1 Dialing with the Keypad

You can make calls by dialing the number directly from the phone's keypad.

➢ **To make a call using the keypad:**

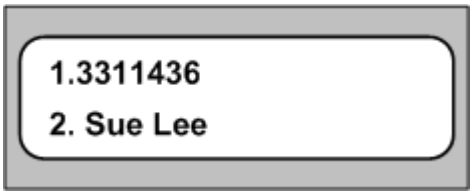
1. Enter the telephone number using the alphanumerical keypad.
2. Once you have completed entering the number, you can then dial the number by performing one of the following:
   - Pressing the # (pound) key.
   - Waiting a few seconds (without pressing anything) - the phone dials the number automatically.

5.2.2 Redialing Numbers

You can redial a number that was previously dialled.

➢ **To redial a number:**

1. Press the REDIAL key; the screen displays a list of recently dialled calls:



2. Select the number that you want to dial (using the ▲ and ▼ Navigation keys), and then press the ENTER key; the following screen appears:

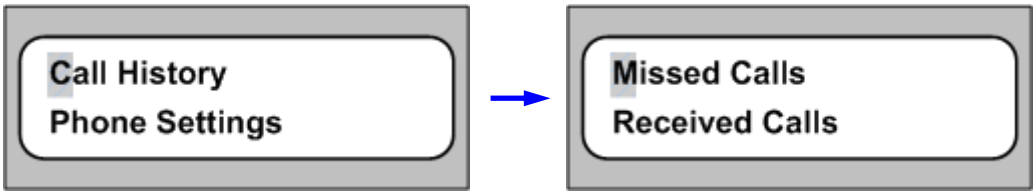
3. Select the **Dial** option (using the ▲ and ▼ Navigation keys), and then press the ENTER key to make the call.

5.2.3 Dialing Logged (History) Calls

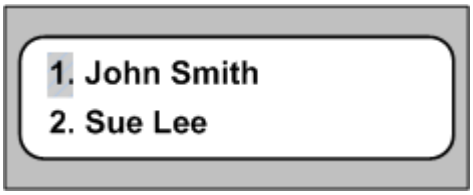
The phone logs all calls (missed, received and dialled). You can easily dial a logged call, as described in the procedure below.

➢ **To dial a logged call:**

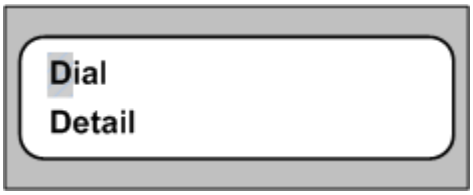
1. From the idle screen, press the MENU key, and then select the **Call History** menu.



2. Select the **Missed Calls**, **Received Calls**, or **Dialed Numbers** option (using the ▲ and ▼ Navigation keys), and then press the ENTER key; a list of numbers or contacts are displayed:



3. Select a logged call entry (using the ▲ and ▼ Navigation keys), and then press the ENTER key; the following screen appears:

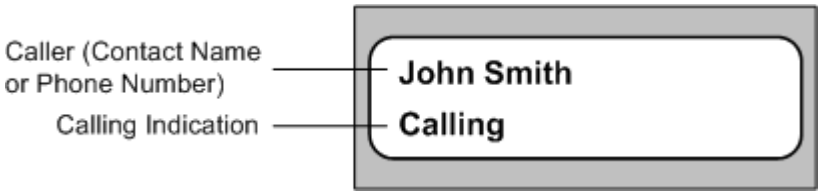


4. Select the **Dial** option (using the ▲ and ▼ Navigation keys), and then press the ENTER key to dial the number.

5.3 Answering Calls

The phone indicates an incoming call by the following:

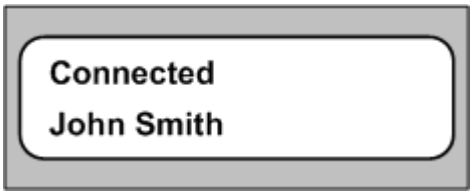
- Screen displays the caller's ID and the "Calling" notification
- Phone rings (ringing tone)
- System Status LED flashes red



You can answer a call, by performing one of the following:

- **Handset:** Picking up the handset
- **Headset:** Pressing the HEADSET key
- **Speaker:** Pressing the SPEAKER key

When you answer the call, the "Connected" message is displayed:



5.4 Ending Established Calls

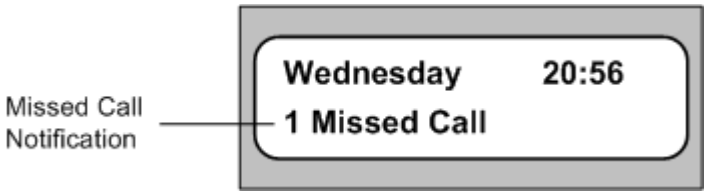
Depending on the audio device used during the call, you can end an established call by performing one of the following:

- **Handset:** Return handset to cradle.
- **Headset:** Press the HEADSET key.
- **Speaker:** Press the SPEAKER key.

5.5 Viewing Call History

Your phone stores logged missed, received, and dialed calls.

In idle display, the phone indicates missed calls by displaying the "Missed Call" notification with the number of missed calls, as shown below:



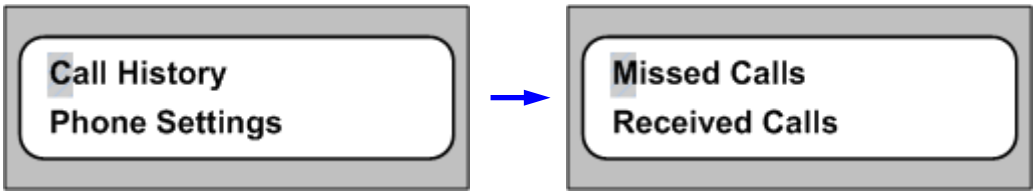
➢ **To easily view missed calls from the idle display:**

■ If the "Missed Call" notification is displayed, press the ENTER key. For a description of handling missed calls, see the procedure below for viewing all types of logged calls.

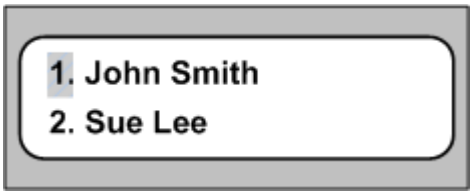
Note: After you view the details of missed calls, the "Missed Call" notification no longer appears on the screen and appears again only at another missed call event.

➢ **To view logged calls:**

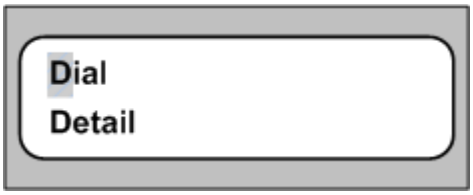
1. From the idle screen, press the MENU key, and then select the **Call History** menu.



2. Select the required menu option (using the ▲ and ▼ Navigation keys):
   - **Missed Calls:** displays a lists of calls that were not answered
   - **Received Calls:** displays a list of the most recently answered numbers
   - **Dialed Numbers:** displays a list of the most recently dialed numbers
3. Press the ENTER key; a list of numbers or contacts are displayed:



4. Select a logged entry (using the ▲ and ▼ Navigation keys), and then press the ENTER key; the following screen appears:



5. Select one of the following options (using the ▲ and ▼ Navigation keys), and then press the ENTER key:

- **Dial:** dials the number of the selected call entry.
- **Detail:** displays details of the call entry (phone number, caller ID, and date and time of call)
- **Save:** saves the related information about the call entry in the personal directory (refer to Section 4.1 on page 23)

Notes:

- The call history lists are stored from the newest to oldest entries. The maximum number of entries for each call history type is 200. Once this maximum is attained, the oldest entry is deleted and replaced with the new entry.
- The call history lists are saved on a daily base. In case of a power outage some of the received information may be lost.

6 Advanced Phone Operations

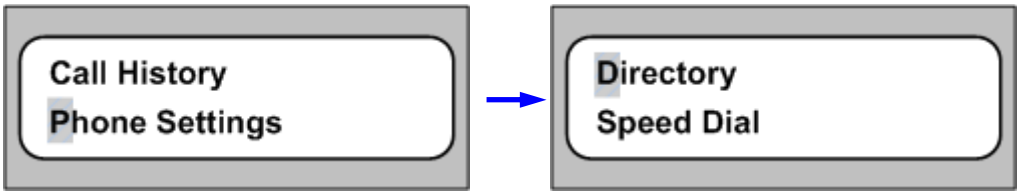
This chapter describes advanced calling features offered by your phone.

6.1 Calling Phone Directory Contacts

You can make calls to contacts that are listed in the phone's directory.

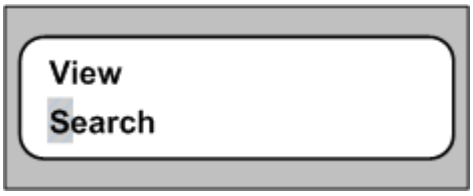
➢ **To dial a phone directory contact:**

1. Access the phone directory, by performing one of the following:
   - From the idle screen, press the MENU key, select the **Phone Settings** menu, and then select the **Directory** submenu.

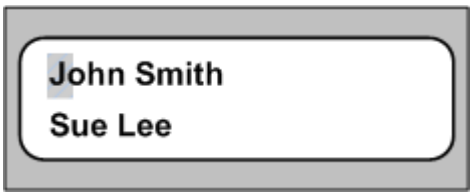


   - Press the DIRECTORY key.

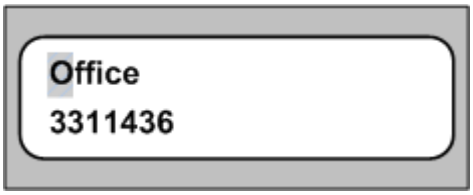
   The following screen appears:



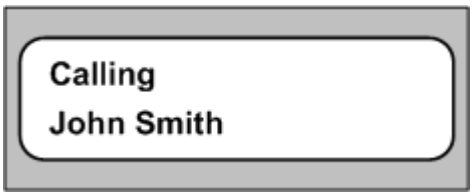
2. Search for the contact that you want to call (refer to Section 4.1.5); the contact is displayed:



3. Press the ENTER key, select the **Dial** option (using the ▲ and ▼ Navigation keys), and then press the ENTER key again; the contact's phone numbers are listed according to category (i.e., **Office**, **Home**, **Mobile, User Define 1, or User Define 2**).



4. Select the required number, and then press the ENTER key; the phone automatically dials the contact's number and attempts to place the call, as shown below:

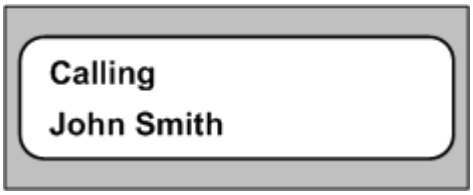


6.2 Placing Calls with Speed Dialing

You can use the Speed Dial keys (located on the right side of the phone) to quickly dial a configured speed dial number. For configuring speed dials, refer to Section 4.2 on page 27.

➢ **To make a call using speed dialing:**

- Press the required Speed Dial Memory key (M1-M10); the phone automatically dials the speed dial contact's number:



Note: If you press a speed dial key that has not been assigned a phone number, the phone displays a screen allowing you to assign a number to the specific speed dial key.

6.3 Placing a Call On Hold

You can place a call on hold. This is typically used to answer a second incoming call or to make another call.

➢ **To place a call on hold:**

1. During an established call, press the HOLD key; the call is put on hold and a dial tone is heard.

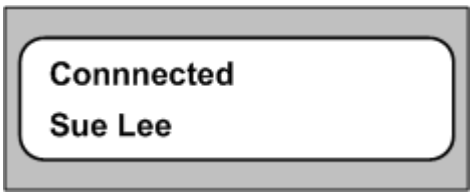
2. To resume conversation, press the HOLD key again.

6.4 Making Simultaneous Calls

Your phone allows you to make up to two calls on the same line. This is achieved by placing the first call on hold before making the second call.

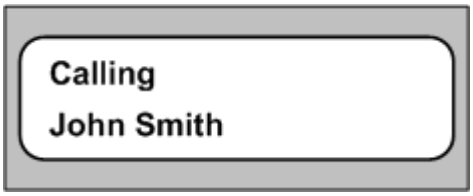
➢ **To make multiple calls:**

1. Make the first call. Below shows an example of a call connected to contact “Sue Lee”:

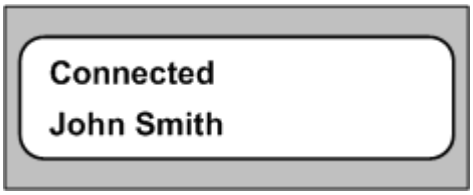


2. Press the Hold key; the call is put on hold and the phone prompts you to enter the phone number of the second call:

3. Enter the number of the second call and then press the # key to dial; the phone calls the second number:



When the second party answers, the following is displayed:



4. To toggle between the calls, press the HOLD key.

6.5 Hosting Three-Way Conference Calls

You can make a three-way conference call between your phone and two other called parties.

➢ **To make a three-way conference call:**

1. Make a call to the first participant of the conference call.
2. Put the first call on hold (by pressing the HOLD key).
3. Make a call to the second call participant.
4. When the second call party answers, press the CONFERENCE key; a conference call with all parties is established.

To end the three-way conference call, hang up the phone.

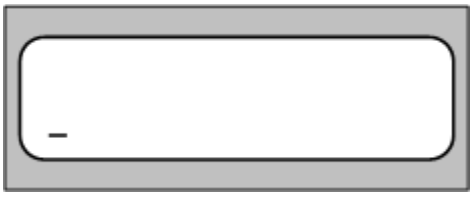
6.6 Transferring Calls

You can transfer a call to another party using one of the following methods:

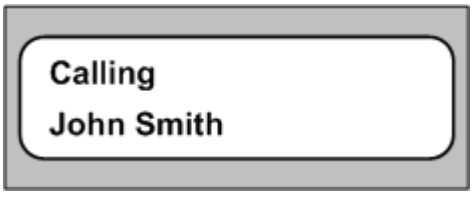
- **Attended transfer:** The call parties are connected to each other only after you have 1) established a call between yourself and the party to where you want to transfer the call and then 2) activated the call transfer.
- **Semi-attended transfer:** The call is automatically transferred after you dial the number of the party to whom you want to transfer the call. In other words, the call is transferred before you establish a call with the called party.

➢ **To transfer a call:**

1. While a call is in progress, press the TRANSFER or HOLD key; the phone prompts you for a phone number:



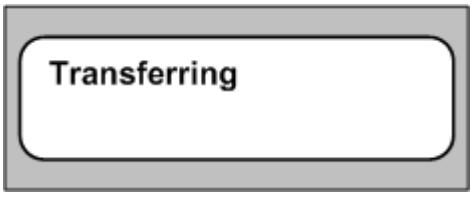
2. Dial the number to where you want to transfer the call; the phone calls the number:



3. Transfer the call:

   - **Semi-Attended Transfer:** While the called party is ringing (i.e., before call is answered), press the TRANSFER key.
   - **Attended Transfer:** Wait until the call is answered (if necessary, speak to the called party), and then press the TRANSFER key.

   The “Transferring” message is displayed, indicating that the phone is currently transferring the call:



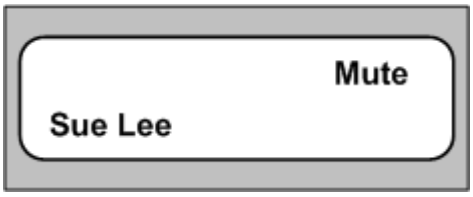
Once the call is transferred, the phone returns to idle state.

6.7 Muting Calls

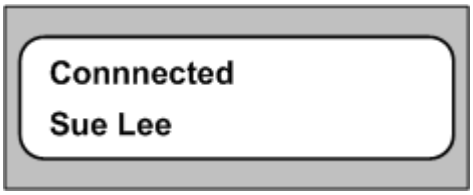
The phone allows you to mute the phone's microphone (of the handset, headset, and speakerphone) during a call so that the other party cannot hear you. While a call is muted, you can still hear the other party but the other party cannot hear you. Muting calls can also be used during conference calls.

➢ **To mute/unmute a call:**

1. During a call, press the MUTE key; the call is muted and the "Mute" message is displayed:



2. To resume the conversation, press the MUTE key again; the call is unmuted and the other party can now hear you:

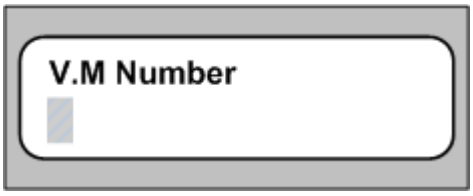


6.8 Retrieving Voice Mail Messages

When you have at least one new message in your voice mail box, the System Red LED is lit. This is typically referred to as message waiting indication (MWI).

➢ **To listen to voice mail messages:**

- Press the VOICE MAIL key; the phone dials your voice mail box. Follow the instructions of your voice mail provider as required.



Note: If the voice mail box phone number has not been configured by your system administrator, then after pressing the VOICE MAIL key, enter the mail box phone number and then press the ENTER key. The phone attempts to register to the voice mail server. Press the VOICE MAIL key again to listen to voice messages.

AudioCodes 300HD Series of High Definition IP Phones

HD VoIP 310HD IP Phone

User's Manual

310HD IP Phone

Version 1.4.0

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